

# YOUR quick fix guide

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even chat live with an AT&T representative!



## AT&T U-verse® TV

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## AT&T U-verse TV

### 1 How to resolve problems with your AT&T U-verse® TV, Internet, or Voice services.

When you're having trouble with your AT&T U-verse TV, Internet, or Voice services, try resetting your TV receiver or residential/wireless gateway by unplugging it from the power outlet in the wall. (See below for details for alternate reset if you have different equipment.)

**NOTE:** Unplugging the TV receiver or residential/wireless gateway will interrupt any recordings in progress.

**If the trouble is with only one TV:**

1. Turn off the receiver connected to that TV and unplug it.
2. Wait at least two minutes before plugging the receiver back in. Turn it on and retry what you wanted to do.

**If the trouble is with more than one TV, or with Internet or Voice service:**

1. Unplug the residential/wireless gateway from the power source. (See below for alternate reset.)
2. Wait at least two minutes, then plug the residential/wireless gateway back in and retry what you wanted to do.

**Alternate reset:** If your service is supported with a Home Network Hub and Power Supply Unit (PSU with battery backup), then you will need to press the **Reset** button on the left side of the PSU to reset AT&T U-verse service. The PSU may be located in the garage or a closet near an outside wall.

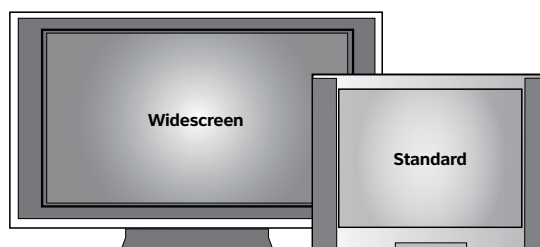
**Want more help?** AT&T U-verse Getting Started has answers all in one place online at [att.com/startuverse](http://att.com/startuverse), or call 1.800.288.2020 and say "U-verse Technical Support."

### 2 How to switch your TV screen setting from standard to widescreen.

Aspect ratio is the relationship of the screen's width to its height. Standard TVs have a 4:3 aspect ratio; widescreen and HDTVs are 16:9. The steps below show how to switch your AT&T U-verse receiver's aspect ratio.

1. Press **MENU** on your remote control, then use the **ARROWS** to select **Options**, then **System Settings**, and then **Aspect Ratio**.
2. Use **UP/DOWN ARROWS** to choose **4:3 Standard Definition**, **Widescreen Standard Definition**, **720p High Definition**, or **1080i High Definition** depending on your needs, then press **OK**.
3. Use **ARROWS** to select **Continue**, and press **OK**.

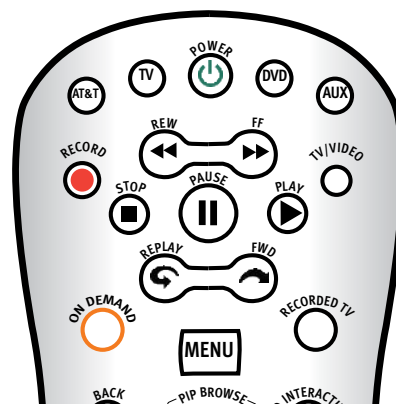
Visit [att.com/channellineup](http://att.com/channellineup) to reference your complete channel lineup anytime.



### 3 How to program your remote to control up to four devices.

During installation, the **AT&T** button was set up to control your AT&T U-verse® HD-ready receiver. You can also control a TV plus up to two other devices such as a DVD player, stereo receiver, or home theater in a box by programming the **TV**, **DVD**, and **AUX** mode buttons. Once the devices are programmed, you simply press the corresponding mode key on the remote to control that device. To watch a video on how to program your remote, visit [att.com/uverseremote](http://att.com/uverseremote).

**NOTE:** The instructions below don't require you to enter a manufacturer's device code because most codes are stored in the AT&T U-verse remote's memory. If you're unable to add a device, or want to learn about advanced features like reassigning mode buttons, refer to the remote's manual provided at installation. For more info, visit [support.att.com/userguides](http://support.att.com/userguides).



#### How to assign devices to **TV-DVD-AUX** mode buttons:

1. Turn on the device you want to program.
2. Choose a mode button (**TV**, **DVD**, or **AUX**) on your remote that will be assigned to the device. Aim your remote at the device while pressing and holding that mode button. Press **OK**, then release both buttons.
3. After all mode buttons flash twice indicating your remote is ready to program, enter **9 2 2** on the number keypad. The previously selected mode button will flash twice.
  - > You have 10 seconds to enter this programming code (**9 2 2**) or all the mode buttons will flash once, indicating that the remote control has exited programming mode. If this happens, just start over.
4. If you're assigning the device to the **TV** or **DVD** mode button, press and release **PLAY**. Press **FF** repeatedly until the device turns off.
 

If you're setting up the **AUX** button, press **PLAY**, then press **1** for VCR, **2** for stereo receiver/tuner, **3** for amplifier, or **4** for home theater in a box. **AUX** will flash twice, indicating correct entry. Press **FF** repeatedly until the device turns off.
5. Press **ENTER** to save the settings.
6. The **TV**, **DVD**, or **AUX** mode button you programmed will flash three times to indicate that the programming has successfully completed.
7. To test it, press the **TV**, **DVD**, or **AUX** mode button you assigned to the device, then press the **POWER** button to turn the device on and off.

**Want more help?** If you're unable to add a device or want to learn about controlling volume on all devices using your remote, visit [support.att.com/userguides](http://support.att.com/userguides). You can also check the remote's user manual provided at installation, or watch Help On Demand on TV: press **MENU**, select **Help**, then **Help On Demand** to see all program titles.



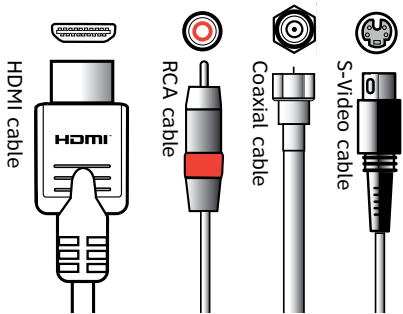
4 How to change your TV’s input selection to match its video source.

If you’re unable to see TV programs on your screen, first try pressing the **TV/VIDEO** button on your remote control to change from Video 1 to Video 2 or Video 3. These separate video inputs (Video 1, Video 2, and Video 3) must match the incoming video source—the receiver, DVD player, or other device connected to the TV. If this doesn’t solve the problem, depending on how your devices are connected, it may be that the TV’s input selection does not correspond to the input of the AT&T U-verse® TV receiver. **See two examples of how to connect the AT&T U-verse HD-ready receiver to your HDTV set below.**

Check how your devices are connected to the TV.

Every TV is different in the way the ports are configured on the back of the TV and in the way the menus are presented on the TV screen. Most devices have ports that require one or more of the cables shown at right. The manuals for your devices will have specific directions.

To connect your AT&T U-verse HD-ready receiver to your HDTV set, the connection is generally HDMI to HDMI (the highest quality video/audio connection). You can also use color-coded component RCA cables (some HDTV sets do not have an HDMI port) that output audio/video signals from the receiver and plug into matching audio/video RCA inputs on the back of your HDTV set.



If you’ve connected your TV input using Composite (yellow connector), S-Video, or Coaxial, you won’t get an HD picture. HD is supported only via HDMI or Component (red/green/blue). The same holds true for Dolby Digital 5.1 surround sound, which is available only via HDMI or TOS Link (optical). The Baseband (red and white connectors) delivers sound only in stereo.

Review			
Review inputs for proper device assignments. To turn off an input, use ADJUST Up/Down, then press ENTER to remove the check. Press EXIT to watch TV.			
NAME	TV Input	AVR Input	1394 Name
<input checked="" type="checkbox"/> CableCARD TV	ANT-1	TV	<input checked="" type="checkbox"/> AV DISC
<input checked="" type="checkbox"/> VCR	INPUT-1	VCR1	<input checked="" type="checkbox"/> DVCR
<input checked="" type="checkbox"/> CAMCORD	INPUT-3	TV	
<input checked="" type="checkbox"/> DVD	COMP-2	DVD	
<input checked="" type="checkbox"/> SAT	HDMI-1	AUX	
<input checked="" type="checkbox"/> HDMI-2	HDMI-2		
<input checked="" type="checkbox"/> PC	PC-DVI	TV	
<input checked="" type="checkbox"/> CARD-1	CARD-1	TV	

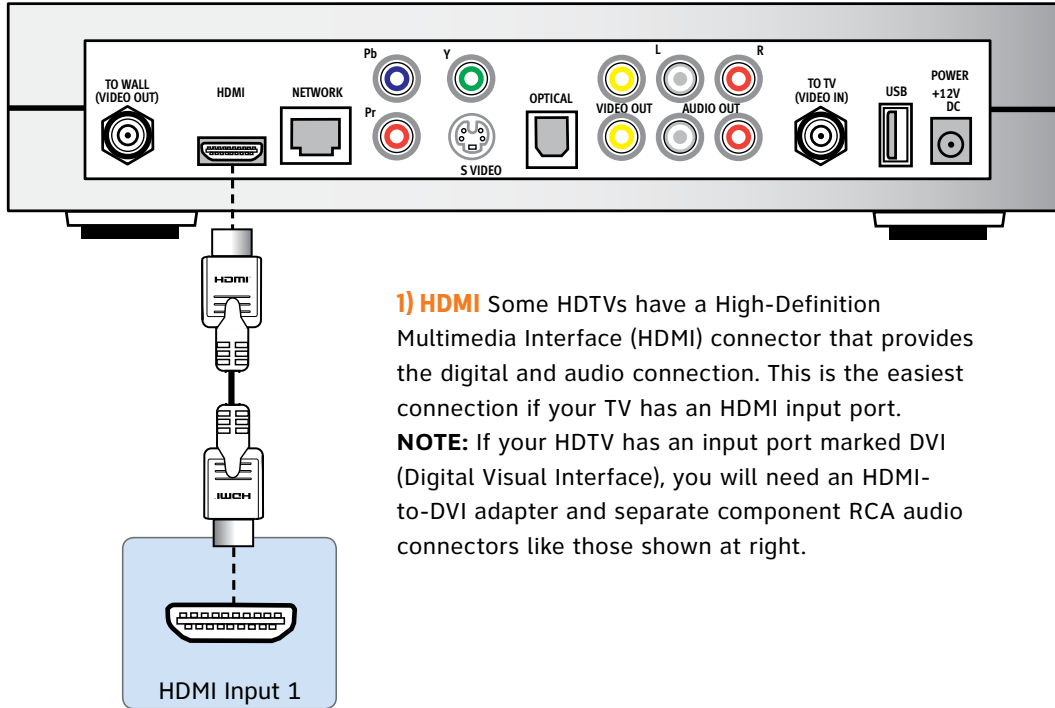
Check to see if the TV recognizes your video inputs correctly.

Many newer TVs have an auto-detection system that will automatically detect everything that’s connected to the various ports on the back of the TV. However, some TVs have to be configured manually. To change the video input selection manually, press **TV/VIDEO** on your remote control to locate the video input menu for your specific TV. The video input menu screen above shows checkboxes next to devices the TV is detecting. This menu must match the inputs on the back of the TV where video components are connected in order to correspond with Video 1, Video 2, or Video 3 on your remote control. Follow the screen prompts to check/uncheck boxes for correct devices.



Choose one of three easy ways to connect your AT&T U-verse® receiver to your TV.

AT&T U-verse receiver output connector

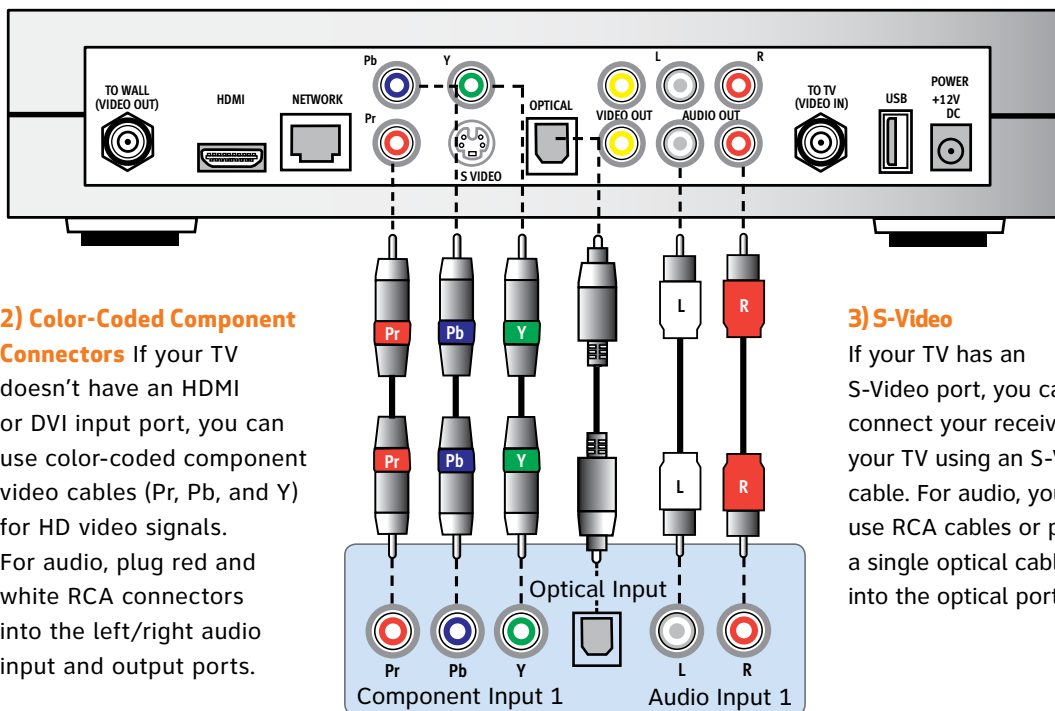


Input connector on rear of TV

**1) HDMI** Some HDTVs have a High-Definition Multimedia Interface (HDMI) connector that provides the digital and audio connection. This is the easiest connection if your TV has an HDMI input port.

**NOTE:** If your HDTV has an input port marked DVI (Digital Visual Interface), you will need an HDMI-to-DVI adapter and separate component RCA audio connectors like those shown at right.

AT&T U-verse receiver output connectors



**2) Color-Coded Component Connectors** If your TV doesn't have an HDMI or DVI input port, you can use color-coded component video cables (Pr, Pb, and Y) for HD video signals. For audio, plug red and white RCA connectors into the left/right audio input and output ports.

### 3) S-Video

If your TV has an S-Video port, you can connect your receiver to your TV using an S-Video cable. For audio, you can use RCA cables or plug a single optical cable into the optical ports.

Input connectors on rear of TV

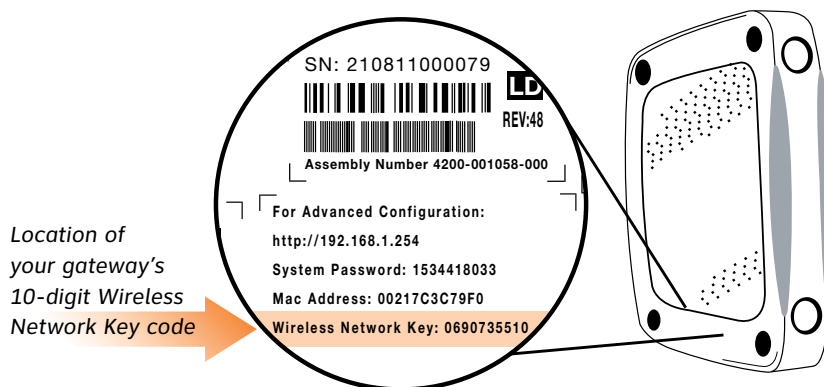




## AT&T U-verse High Speed Internet

### 5 How to assure reliable security for your wireless home network.

The 10-digit number printed inside brackets on your residential/wireless gateway is the encryption code (“pass key” or “Wireless Network Key”) needed to connect your computers to the gateway. WPA (Wi-Fi Protected Access) is the underlying security technology for the Wi-Fi (802.11b/g) standard on the residential/wireless gateway.



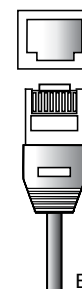
**Mac® OS X users:** You may need to enter the “\$” character on the Wireless Network Key (for example, \$0690735510). For directions on connecting Mac computers via USB cable, visit [att.com/startuverse](http://att.com/startuverse) and click **Wireless Connection** under **U-verse Internet**.

### 6 How to connect more computers to your wireless home network.

You can connect more computers by Ethernet or wirelessly.

**NOTE:** You will need to use your 10-digit Wireless Network Key code. (See illustration above.)

- > **Connect an Ethernet cable** from any available Ethernet port on the residential/wireless gateway to your computer's Ethernet port.
- > **Connect wirelessly** with a wireless-enabled notebook or a computer with an 802.11b/g wireless network adapter installed.



Ethernet cable

#### If your PC does not have built-in wireless capability:

Install and configure your wireless adapter according to the manufacturer's instructions. Enter the network name—it's the word “2WIRE” (in all capital letters), followed by the last three digits of the gateway serial number (for example, 2WIRE079)—and the encryption code or Wireless Network Key. (See the illustration above for the Wireless Network Key location.)





## AT&T U-verse Voice

### 7 How to change a PIN (personal identification number).

1. Go to **att.com/uversecentral**.
2. Log in with your AT&T U-verse® member ID (email address) and password.
3. Locate the **AT&T U-verse Voice** section.
4. Click **Change Pin**.

### 8 How to create sub account voice mailboxes online.

Create up to eight sub account mailboxes, one for everyone in the family—each with a unique PIN, greeting, and notification options.

1. Go to **att.com/uversecentral**.
2. Log in with your AT&T U-verse member ID (email address) and password.
3. Locate the **AT&T U-verse Voice** section.
4. Select **U-verse Voice Homepage**.
5. Go to the **Voicemail Settings** tab, select **Voicemail Setup**.
6. Select **Create New Voice Mailbox** to launch the voicemail setup wizard and follow the instructions for setup.

### 9 How to link your wireless number and your voice mailbox.

When you have Wireless from AT&T, you can check your wireless and home phone messages at the same time. To link up to two wireless numbers:

1. Go to **att.com/uversecentral**.
2. Log in with your AT&T U-verse member ID (email address) and password.
3. Locate the **AT&T U-verse Voice** section.
4. Select **U-verse Voice Homepage**.
5. Go to the **Voicemail Settings** tab, select **Integrate Wireless Voicemail**.
6. Click on **Launch Wireless Integration Wizard** and follow the instructions.

#### About linking wireless to your AT&T U-verse mailbox:

When you add a wireless number to your AT&T U-verse Messaging<sup>SM</sup> voice mailbox, it replaces your current wireless voice mailbox and any existing messages will be lost. Prepaid service cannot be added to AT&T U-verse Messaging. Landline and wireless numbers must be within the same service area. The Social Security number or Tax ID provided during setup must match the one on your wireless account. AT&T U-verse Messaging may not be fully compatible with all AT&T wireless voicemail systems.



## Watch Help On Demand—tune to Channel 411.

Get more out of your AT&T U-verse® service: watch Help On Demand videos about these topics on **Channel 411, the Help Channel**.

### U-verse introduction

- Introduction to AT&T U-verse
- See how U-verse TV works!
- AT&T U-verse Voice

### Help with U-verse service issues

- Remote control issues
- No picture
- No service—gear or cog error
- No service—red X or other error message
- Email issues
- Sound issues
- Picture quality issues—aspect ratio/HD settings
- Picture freezing
- Wireless connectivity—issues with a PC
- Wireless connectivity—issues with a Mac
- Voice issues

### Understanding my U-verse bill

- U-verse billing
- U-verse online services & paperless billing

### U-verse digital video recorder (DVR) & remote control

- How to use your DVR
- How to program your remote control
- Moving your U-verse equipment
- Equipment overview
- Remote control overview
- Total Home DVR
- Remote control issues

### U-verse how-to's

- How to program your remote control
- How to use your DVR
- How to change channels
- How to use Program Guide
- How to use Picture-in-Picture
- How to use Search
- How to use Parental Locks
- How to use widescreen
- How to create favorite channels
- How to hide channels
- How to change languages
- How to record programs
- How to schedule recordings
- How to record series
- How to view recorded programs
- How to delete or cancel recordings
- How to use Web remote access
- How to order On Demand programs
- How to order PPV
- How to search for On Demand programs

### U-verse features

- AT&T U-bar
- AT&T YELLOWPAGES.COM
- Games
- Public Education & Government programming
- Media Share
- Multiview

### Internet & email

- Email issues
- Wireless connectivity—issues with a PC
- Wireless connectivity—issues with a Mac

### U-verse Voice

- Voice issues
- AT&T U-verse Messaging
- AT&T U-verse Voice

### Where's my U-verse tech?

- Where's my tech?

**NOTE:** AT&T U-verse online Help On Demand videos require Windows Media Player.

## Visit Getting Started for online help!

Click [att.com/startuverse](http://att.com/startuverse) to access step-by-step guidance and how-to tips at our Getting Started page online.

Questions? Get answers 24/7 at [att.com/uversesupport](http://att.com/uversesupport), even chat live with an AT&T representative. Or, try our Self Support tool at [att.com/uverseSST](http://att.com/uverseSST) to fix common problems.

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